



We are currently accepting applications for the seasonal (May through October),
part-time position of:

Tour Services Facilitator

Anticipated Starting Hourly Rate*: \$19.00 - \$22.00

Average of 16 hours / week

No benefits

*Starting hourly rate dependent on education and experience.

**The REQUIRED Town of Lexington application must be received in the Town's
Human Resource Department.**

Applications preferred by Friday, February 19, 2016

This position will remain open until filled.

GENERAL SUMMARY:

The Economic Development Office seeks a Tour Services Facilitator to assist in managing the day-to-day operations for a seasonal (April – October) sightseeing guided tour (the Liberty Ride®), and the Battle Green Guide Program under the direct supervision of the Liberty Ride Coordinator with oversight by the Economic Development Director. Must be social media savvy. Limited off-season hours may also be available.

ESSENTIAL JOB FUNCTIONS:

- ◆ Must be available each week from Memorial Day through October on a flexible schedule and have weekend and limited weekday availability in April and May.
- ◆ Assures the smooth function and operation of the Battle Green Guides and assists the Liberty Ride Coordinator in facilitating operations of the Liberty Ride. Provides necessary promotion and administrative functions.
- ◆ Regularly post messages and photographs on social media as directed.

- ◆ Assist in delivering tickets to vendors and restocks tickets and brochures as needed at locations in Lexington, Concord and other communities.
- ◆ Serves as a Liberty Ride tour guide, and Battle Green Guide for a few shifts per week and is available to cover shifts as needed, as well as for charter tours.
- ◆ Assists with schedule coordination of the Liberty Ride and Battle Green Guides under the direction of the Liberty Ride Coordinator.
- ◆ Assumes responsibilities of Liberty Ride Coordinator in the absence of the Liberty Ride Coordinator, specifically, creating and distributing guide assignments, selling tickets, and managing all incoming calls and requests for tour services.
- ◆ Work with Visitors Center personnel to assist in disseminating general tourist information.
- ◆ Promotes shopping, dining, and overnight stays in Lexington.
- ◆ Period clothing and footwear will be provided and must be worn at all times during shift.
- ◆ Regular attendance at the workplace is required.

PERIPHERAL DUTIES:

- ◆ May be requested to represent the Town of Lexington as a tourist destination at various outside organizations, trade shows, marketing events, boards and committees, and at Town Meeting, often in period clothing as directed.

SUPERVISORY RESPONSIBILITIES:

Supervises and manages a team of seasonal part-time tour guides in collaboration with the Liberty Ride Coordinator.

MINIMUM EDUCATION & EXPERIENCE:

Post High School degree or certificate and one to three years of increasingly responsible related administrative support experience and supervisory experience are necessary. Some computer literacy and knowledge of social networking media required. Theatrical and sales experience a plus.

ADVANCED EDUCATION & EXPERIENCE:

None.

QUALIFICATIONS:

Knowledge of:

- ◆ Lexington, colonial, and revolutionary history in general.
- ◆ Lexington businesses that serve tourists.
- ◆ Tour guiding.
- ◆ Social networks and be comfortable with Twitter, Facebook, Instagram, and Pinterest.
- ◆ Modern office procedures, methods and computer/software equipment.
- ◆ Basic bookkeeping.
- ◆ English usage, spelling, grammar, punctuation, and possess excellent writing skills.
- ◆ Effective customer service techniques.

Ability to:

- ◆ Work a flexible schedule and be minimally available 2 days per week April – October and for charter guiding and trade show attendance periodically throughout the year.
- ◆ Work independently in the absence of supervision.
- ◆ Provide all schedules in a timely manner to tour guides and supervisor.
- ◆ Manage public relations with a wide range of citizens and customers.
- ◆ Communicate clearly and concisely, both orally and in writing, and maintain effective working relationships.
- ◆ Utilize smart phone to deliver social media content and access web.
- ◆ Perform administrative support services and coordinate multiple tasks.
- ◆ Conduct credit card and cash transactions.
- ◆ Manage personnel activities.
- ◆ Operate computer and various software.
- ◆ Effectively handle an environment which involves close contact with coworkers and the public.
- ◆ Follow directions from Liberty Ride® Coordinator and Economic Development Director.
- ◆ Present the historical narrative and educate visitors about Lexington as the Birthplace of American Liberty.

WORKING CONDITIONS & PHYSICAL DEMANDS:

While performing the duties of this job, the employee is required to walk (sometimes backwards), sit, talk, and hear. The employee is required to have mobility in order to move about, get in and out of the trolley, move with tourists to and from site locations that are not accessibility by vehicle, use of hands to finger, handle or feel objects, tools or controls, especially a microphone; reach with hands and arms to assist others with their mobility as needed, and lift boxes of printed material. Is exposed to inclement weather and uneven walking surfaces and must wear period clothing and footwear.

Operates: phone, personal computer, Microsoft Word, Microsoft Excel, Twitter, Facebook, Pinterest, Instagram, and other social media, smart phones, microphones, credit card machine, photocopy machine, postage machine, fax machine, and calculator.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does

not exclude them from the position if the work is similar, related, or a logical assignment to the position.

***External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

APPLICATION PROCESS

All applicants are required to complete a Town application form, available from the Internet at www.lexingtonma.gov, emailing jobs@lexingtonma.gov, calling (781) 862-0500 x84591 or by visiting the Human Resources Department. Resumes may be attached to the application form as additional information, but cannot serve as a substitute for completing the required application form.

Application must be received in the Town's Human Resource Department

Applications preferred by Friday, February 19, 2016

The Town reserves the right to modify the application deadline, and/or accept applications after the deadline, to best serve the interest of the community.

All applications will be reviewed on an ongoing basis and the most highly qualified candidates will be invited to one or more interviews. Early submission is encouraged. All applicants will be notified of their standing in the process as soon as a decision has been made regarding their individual application.

Individuals who need accommodations in order to participate in this process should contact the Human Resources Department.

Questions regarding this hiring process should be addressed to the:

Human Resources Department
Town of Lexington
1625 Massachusetts Avenue
Lexington, MA 02420
(781) 862-0500 x84591
